

Kindly provide commercial in the below format.

| <u>Particulars</u> | <u>Amount</u> | <u>Total Amount</u> |
|---|----------------------|----------------------------|
| Dialer plus basic CRM for out bound calling with Predictive/Preview & Progressive modes. IVR Recording/Call recording -100% of the calls and storage to be maintained for 3 months. GSM Gateway – 120 channels expandable, Firewall, Onsite support by partner 24 by 7. Support by partner for integration of CRM with Dialer & Required alterations/additions in Partner CRM as per business requirement. Sticky Agent, for the ease of customer to get connected to the same agent every time, Multi-level IVR – Text message blast facility & Voice blast facility. MIS reports – Standard & tailor made reports support by partner. | | |
| Tax extra | | |